CLAIMS

What is claimed is:

1.   A method comprising:

receiving a storable representation of an audio/video interaction between an agent of a business and a customer;

analyzing the storable representation to determine service quality provided to the customer by the agent; and

generating analysis data associated with the analyzing.

2.   The method of claim 1, wherein the business is located in a first geographic area and the analyzing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

3.   The method of claim 1, wherein the agent and the customer are face-to-face during the audio/video interaction.

4.   The method of claim 1, wherein the agent and the customer are not face-to-face during the audio/video interaction.

5.   The method of claim 1, wherein a device is used to obtain the storable representation of the audio/video interaction.

6.   The method of claim 5, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

7.   The method of claim 1, further comprising:

transmitting the storable representation to a second geographic area.

8.   The method of claim 1, wherein the analyzing occurs at a frequency that requires at least one of the agent's audio/video interactions per day to be analyzed for service quality.

9.   The method of claim 1, wherein the analyzing occurs at a frequency selected from the group consisting of at least once per day, more than once per day and a frequency sufficient to provide a statistically relevant sample of the agent's audio/video interactions.

10.   The method of claim 1, further comprising:

informing the agent of at least one agent performance element that could be performed even better.

11.   The method of claim 10, further comprising:

notifying the agent of at least one agent performance element that was well performed.

12.   The method of claim 1, further comprising:

providing a training tip for the agent based on the analyzing.

13.   The method of claim 1, further comprising:

transferring a debit or a credit in exchange for analyzing the audio/video interaction.

14.   An apparatus comprising:

a storage device configured to receive and store a storable representation of an audio/video interaction between an agent of a business and a customer, the storable representation is capable of being analyzed for service quality by an analyst; and

a report generator configured to generate analysis data, the analysis data representing the quality of service rendered by the agent to the customer.

15.   The apparatus of claim 14, wherein the business is located in a first geographic area and the storable representation is analyzed for service quality in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

16.	The apparatus of claim 14, wherein the agent and the customer are face-to-face during the audio/video interaction.

17.	The apparatus of claim 14, wherein the agent and the customer are not face-to-face during the audio/video interaction.

18.	The apparatus of claim 14, wherein a device is used to obtain the storable representation of the audio/video interaction.

19.	The apparatus of claim 18, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

20.	The apparatus of claim 15, further comprising a communication link to facilitate communications between the first geographic area and the second geographic area.

21.	The apparatus of claim 20, wherein the communication link further comprises a satellite.

22.	The apparatus of claim 14, wherein an analysis frequency applied to the agent's audio/video interactions is selected from the group consisting of at least

once per day, more than once per day and a frequency sufficient to provide a statistically relevant sample of the agent's audio/video interactions.

23. The apparatus of claim 14, wherein at least one of the agent's audio/video interactions per day is analyzed for service quality.

24. The apparatus of claim 14, wherein the analysis data further comprises:

an agent performance element that could be performed even better.

25. The apparatus of claim 24, wherein the analysis data further comprises:

an agent performance element that was well performed.

26. The apparatus of claim 14, wherein the analysis data further comprises:

a training tip for the agent based on analyzing the agent's audio/video interactions.

27. The apparatus of claim 22, further comprising:

a data base comprising a plurality of analysis data collected from the agent.

28. The apparatus of claim 23, further comprising:

a data base comprising a plurality of analysis data collected from the agent.

29.   The apparatus of claim 15, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

30.   The apparatus of claim 15, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

31.   The apparatus of claim 15, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

32.   The apparatus of claim 15, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

33.   The apparatus of claim 14, wherein a debit or a credit is transferred in exchange for analysis of the audio/video interaction.

34.   A method comprising:

monitoring an audio/video interaction between an agent of a business and a customer;

analyzing the audio video interaction to determine the service quality provided to the customer by the agent; and

generating analysis data associated with the analyzing.

35.   The method of claim 34, wherein the business is located in a first geographic area the analyzing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

36.   The method of claim 34, wherein the analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for service quality.

37.   The method of claim 34, wherein the audio/video interaction further comprises data associated with the audio/video interaction.

38.   The method of claim 34, further comprising:

informing the agent of at least one agent performance element that could be performed even better.

39.   The method of claim 38, further comprising:

notifying the agent of at least one agent performance element that was well performed.

40.   The method of claim 34, further comprising:

providing a training tip for the agent based on the analyzing.

41.   The method of claim 34, further comprising:

transferring a debit or a credit in exchange for analysis of the audio/video interaction.

42.   An apparatus comprising:

a receiver configured to receive an audio/video interaction between an agent of a business and a customer, the audio/video interaction is capable of being analyzed for service quality by an analyst; and

a report generator configured to generate analysis data, the analysis data indicating the quality of service rendered by the agent to the customer after the agent's performance is analyzed by at least one analyst.

43.   The apparatus of claim 42, wherein the business is located in a first geographic area and the audio/video interaction is capable of being analyzed for service quality in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

44. The apparatus of claim 42, wherein the agent and the customer are face-to-face during the audio/video interaction.

45. The apparatus of claim 42, wherein the agent and the customer are not face-to-face during the audio/video interaction.

46. The apparatus of claim 42, wherein a device is used to obtain the storable representation of the audio/video interaction.

47. The apparatus of claim 46, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

48. The apparatus of claim 43, further comprising:

a communication link to facilitate communications between the first geographic area and the second geographic area.

49. The apparatus of claim 48, wherein the communication link further comprises a satellite.

50. The apparatus of claim 42, wherein an analysis frequency applied to the agent's audio/video interactions are selected from the group consisting of at least

once per day, more than once per day and a frequency sufficient to provide a statistically relevant sample of the agent's audio/video interactions.

51. The apparatus of claim 42, wherein at least one of the agent's audio/video interactions per day is analyzed for service quality.

52. The apparatus of claim 42, wherein the analysis data further comprises:

an agent performance element that could be performed even better.

53. The apparatus of claim 52, wherein the analysis data further comprises:

an agent performance element that was well performed.

54. The apparatus of claim 42, wherein the analysis data further comprises:

a training tip for the agent based on analyzing the agent's audio/video interaction.

55. The apparatus of claim 50, further comprising:

a data base comprising a plurality of analysis data based on the agent.

56. The apparatus of claim 51, further comprising:

a data base comprising a plurality of analysis data based on the agent.

57.   The apparatus of claim 42, wherein the audio/video interaction further comprises a telephone call.

58.   The apparatus of claim 42, wherein the audio/video interaction further comprises an email message.

59.   The apparatus of claim 43, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

60.   The apparatus of claim 43, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

61.   The apparatus of claim 43, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

62.   The apparatus of claim 43, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

63. The apparatus of claim 42, wherein analysis of the audio/video interaction results in the transfer of a debit or a credit.

64. A method comprising:

receiving a storable representation of an audio/video interaction between an agent of a business and a customer wherein the business is located in a first geographic area;

analyzing the storable representation, in a second geographic area, to determine the service quality provided to the customer by the agent wherein the second geographic area is subject to a wage attenuator;

utilizing wage attenuation to reduce a cost of analyzing the audio/video interaction in the second geographic area relative to a cost of analyzing the audio/video interaction in the first geographic area; and

generating analysis data associated with the analyzing.

65. The method of claim 64, wherein the analyzing occurs at a frequency that requires at least one of the agent's audio/video interactions per day to be analyzed for service quality.

66. The method of claim 65, wherein the audio/video interaction further comprises data associated with the audio/video interaction.

67. The method of claim 66, further comprising:

notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

68. The method of claim 67, further comprising:

providing a training tip for the agent based on the analyzing.

69. The method of claim 68, further comprising:

transferring a debit or a credit in exchange for the analyzing.

70. The method of claim 64, wherein the agent and the customer are face-to-face during the audio/video interaction.

71. The method of claim 64, wherein the agent and the customer are not face-to-face during the audio/video interaction.

72. The method of claim 64, wherein a device is used to obtain the storable representation of the audio/video interaction.

73. The method of claim 72, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring

system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

74.   An apparatus comprising:

a storable representation of an audio/video interaction arising between an agent of a business and a customer, wherein the customer is in a first geographic area;

a communication link to transfer the storable representation to a second geographic area; and

a storage device coupled with the communication link, to store the storable representation wherein the storable representation is capable of being analyzed for service quality in the second geographic area by an analyst and the second geographic area subject to a geographic wage attenuator.

75.   The apparatus of claim 74, wherein at least one of the agent's audio/video interactions per day is analyzed for service quality in the second geographic area.

76.   The apparatus of claim 75, wherein analyzed for service quality includes scoring the agent according to predefined criteria.

77.   The apparatus of claim 76, wherein predefined criteria includes scoring the agent according to criteria developed by sampling agent performance at least once a day on a substantially continuing basis.

78.   The apparatus of claim 76, wherein the business is to transfer a debit or a credit in exchange for analysis of the audio/video interaction.

79.   The apparatus of claim 74, wherein the agent and the customer are face-to-face during the audio/video interaction.

80.   The apparatus of claim 74, wherein the agent and the customer are not face-to-face during the audio/video interaction.

81.   The apparatus of claim 74, wherein a device is used to obtain the storable representation of the audio/video interaction.

82.   The apparatus of claim 81, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

83.   A data base comprising:

analysis data corresponding to analyzed audio/video interactions between an agent and customers, wherein the agent's performance is analyzed at least once a day and analysis of the audio/video interactions proceeds on a substantially continuing basis.

84. The apparatus of claim 83, wherein analysis data further comprises:

an agent performance element that was well performed.

85. The apparatus of claim 83, wherein analysis data further comprises:

an agent performance element that could be performed even better.

86. The apparatus of claim 83, wherein analysis data further comprises:

a training tip for the agent based on analyzing the agent's interaction with a customer during an audio/video interaction.

87. A computer readable medium containing executable computer program instructions, which when executed by a data processing system, cause the data processing system to perform a method comprising:

receiving a storable representation of an audio/video interaction between an agent of a business and a customer;

playing the storable representation to determine the service quality provided to the customer by the agent; and

generating analysis data associated with the service quality.

88.   The computer readable medium of claim 87, wherein the business is located in a first geographic area and the playing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

89.   The computer readable medium of claim 87, wherein the agent and the customer are face-to-face during the audio/video interaction.

90.   The computer readable medium of claim 87, wherein the agent and the customer are not face-to-face during the audio/video interaction.

91.   The computer readable medium of claim 87, wherein a device is used to obtain the storable representation of the audio/video interaction.

92.   The computer readable medium of claim 91, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

93.   The computer readable medium of claim 87, wherein the playing occurs at a frequency that requires at least one of the agent's audio/video interaction per day to be analyzed for service quality.

94.   The computer readable medium of claim 93, wherein the audio/video interaction further comprises data associated with the audio/video interaction.

95.   The computer readable medium as set forth in claim 94, the method further comprising:

notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

96.   The computer readable medium of claim 95, the method further comprising:

transferring a debit or a credit in exchange for analysis of the audio/video interaction.

97.   An apparatus comprising:

a processor;

a reader coupled with the processor; and

a computer readable medium containing executable computer program

instructions, which when executed by the apparatus, cause the

apparatus to perform a method comprising:

receiving a storable representation of an audio/video

interaction between an agent of a business and a

customer;

playing the storable representation to determine the service

quality provided to the customer by the agent; and

generating analysis data associated with the service quality.

98.   The apparatus of claim 97, further comprising:

a data display configured with the processor to facilitate

determining the service quality of the audio/video interaction; and

a data input device configured with the processor to accept input

from an analyst, wherein the input is part of the analysis data.

99.   The apparatus of claim 97, wherein the data input device is selected from

the group consisting of a computer mouse, a pointing device, a keyboard, and a

microphone.

100.   The apparatus of claim 97, wherein the audio/video interaction further

comprises data associated with the audio/video interaction.

101.   The apparatus of claim 97, wherein the agent and the customer are face-

to-face during the audio/video interaction.

102.   The apparatus of claim 97, wherein the agent and the customer are not face-to-face during the audio/video interaction.

103.   The apparatus of claim 97, wherein a device is used to obtain the storable representation of the audio/video interaction.

104.   The apparatus of claim 103, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.